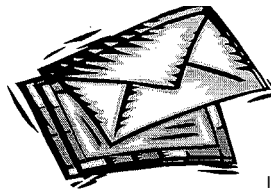


NHTSA ccmMercury Routing Slip



CL-10806934-8466

Printed: 11/3/2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NHTSA #: ES15-005664

XREF #:

Delivery: HND

Rec'd Date: 11/3/2015

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 11/2/2015

Due Date: 12/2/2015

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR BURR ON BEHALF OF CONSTITUENT [REDACTED] RE 2013
FORD FOCUS ISSUES**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE RICHARD BURR

UNITED STATES SENATOR

2000 WEST FIRST STREET

SUITE 508

WINSTON-SALEM, NC 27104

Tel: 336 631-5125 Fax: 336 725-4493 E-mail:

NOV -4 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	11/3/2015		
NVS-200	REPLY	11/3/2015	12/2/2015	

ET
11415
SMD



UNITED STATES SENATOR ★ NORTH CAROLINA

RICHARD BURR EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2000 West First Street ♦ Suite 508 ♦ Winston-Salem, NC 27104 ♦ Telephone (336) 631-5125 ♦ Fax (336) 725-4493

FACSIMILE TRANSMISSION (202) 366-2106

TO: Congressional Liaison

ORGANIZATION/AGENCY: NHTSA

DATE: 11/2/15

SUBJECT: Constituent Inquiry for [REDACTED]

NUMBER OF PAGES (including cover): 7

SENT BY:

☐ Beverly Gillon, Constituent Advocate

COMMENTS:

Please forward this inquiry and documents to the appropriate officials for review.

Thank you for your assistance with this matter.

Sincerely,

Beverly Gillon
Constituent Advocate

PLEASE NOTE: This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient or if you have received this facsimile message in error, please notify us immediately by telephone and return the original facsimile to us by U.S. Mail. Any dissemination, distribution or copy of this facsimile is strictly prohibited.

If you have trouble receiving this fax, please call (336) 631-5125

ES15-005664

RICHARD BURR
NORTH CAROLINA

United States Senate

WASHINGTON, DC 20510-3308
(202) 224-3154 Fax: (202) 228-2981

October 28, 2015

Mr. Chan Lieu
Acting Deputy Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
West Building
Washington, District of Columbia 20590-0001

Dear Mr. Lieu:

Enclosed is a copy of correspondence I have received from my constituent, [REDACTED] concerning problems with his 2013 Ford Focus. I believe that you will find this letter to be self-explanatory.

I would appreciate it if you would review the enclosed correspondence and provide me with any information that may be helpful to my constituent. I am grateful for any assistance you may be able to provide in this matter.

Sincerely,



Richard Burr
United States Senator

RB:bg

☒ **Winston-Salem Office**
2000 West First Street
Suite 508
Winston-Salem, NC 27104
(336) 631-5125
Fax: (336) 725-4493
Toll Free: (800) 685-8916

☐ **Wilmington Office**
201 N. Front Street
Suite 809
Wilmington, NC 28401
(910) 251-1058
Fax: (910) 251-7975
Toll Free: (888) 848-1833

☐ **Rocky Mount Office**
100 Coast Line Street
Suite 210
Rocky Mount, NC 27804
(252) 977-9522
Fax: (252) 977-7902
Toll Free: (877) 703-2087

☐ **Asheville Office**
151 Patton Avenue
Suite 204
Asheville, NC 28801
(828) 350-2437
Fax: (828) 350-2439

☐ **Gastonia Office**
181 South Street
Suite 222
Gastonia, NC 28052
(704) 833-0854
Fax: (704) 833-1467



UNITED STATES SENATOR ★ NORTH CAROLINA

RICHARD BURR

2000 West First Street ♦ Suite 508 ♦ Winston-Salem, NC 27104 ♦ Telephone (336) 631-5125 ♦ Fax (336) 725-4493

PRIVACY ACT RELEASE FORM

The provisions of Public Law 93-579 (Privacy Act of 1974) prohibit the disclosure of information of a personal nature from the files of an individual without their expressed consent. Accordingly, I authorize Senator Richard Burr or any authorized member of his staff to access any and all of my records that relate to the problem stated below.

FEDERAL AGENCY OR DEPARTMENT: Please specify the name of the Federal Agency or Department involved in the space provided below:

National Highway Traffic Safety Administration

PLEASE PRINT ALL INFORMATION CLEARLY:

Circle Preferred Title: Mr. Ms. Mrs. Dr. Other: _____

Name:

Date of Birth:

Address:

County:

FORSYTH

City:

WINSTON-SALEM

State:

NC

Zip:

Home Phone:

Work Phone:

Mobile Phone:

Fax:

Email Address:

Social Security Number:

Claim Number:

SIGNATURE: _____

DATE: 10-24-15

Please list other individuals with whom you authorize the release of information on your case:

Name:

Relationship:

SPOUSE

Name:

Relationship:

Please return form to:

Senator Richard Burr
2000 West First Street, Suite 508
Winston-Salem, NC 27104

BG

Gillon, Beverly (Burr)

From: [REDACTED]
Sent: Saturday, October 24, 2015 5:01 PM
To: Gillon, Beverly (Burr)
Cc: [REDACTED]
Subject: Privacy release Act Form
Attachments: Privacy Act Release Form.pdf

Ms. Gillon:

I thank you and Senator Burr for looking into the issues that I am experiencing with my 2013 Ford Focus. I recieved your letter and Privacy Act Release Form in the mail today 10-24-15.

Since my first letter I sent out, there is another issue I have noticed and it has to deal with the steering function. While driving on freeway type roads at 65 MPH, I have noticed dead-spots in the steering function. The car seems to drift in a direction and while trying to correct it, nothing happens right away, then it catches. This is causing you to have a very difficult time keeping the car going straight down the highway. I have searched the web for issues with the steering that others may have experienced and there are many complaints. Not much to my surprise, I found one compaint exactly the same as mine regarding the steering. I have attached the web link and you can read complaint #19. That is what is happening to me as well.

2013 Ford Focus Steering Problems

2013 Ford Focus Steering Problems

The 2013 Ford Focus has 31 NHTSA complaints for the steering at 17,707 miles average.

Preview by Yahoo

I am going to take all my complaints to the dealership once again, when I go in for my first 3000 mile oil change. This may be next Friday 10-30-15 or the next Friday 11-6-15. The car has almost 23,000 miles on it, but I purchased it when it had almost 20,000 miles. The car is too new to have all these major issues.

Thanks again for looking into this. I appreciate all your efforts. Please let me know if you any questions or need more information from me.



OCTOBER 20: Ford F-150 Electric Brake Vacuum Pump Investigation Upgraded

NHTSA — Steering Problems

2013 FORD FOCUS (PAGE 1 OF 2)

10.0

Really Awful

About These NHTSA Complaints:

This data is from the NHTSA — the US gov't agency tasked with vehicle safety. Complaints are spread across multiple & redundant categories, & are not organized by problem.

So how do you find out what problems are occurring? For this NHTSA complaint data, the only way is to read through the comments below. Any duplicates or errors? It's not us.



**STEERING
PROBLEM**

2013 Ford Focus Owner Comments

(Page 1 of 2)

#**31**

JUL 08
2015

Focus

44,890 miles

As I was driving home with my daughter I had turned a corner going a low speed like 10mph and the steer assist fault warning light came on and my steering wheel locked up as I was turning and I had to force my car straight. I moved off to the side and I was so scared. my daughter who is autistic also said mommy I'm scared. I had no idea if it was safe to try and get home or if I should sit there. I am so frustrated that I bought this car to replace a car that had gone out and have only had it for 5 months. I'm even more upset that I trusted that the 2013 Ford Focus was a stable car and here I am about to have to shell out money that I don't have to get it fixed. I'm outraged that this type of thing is happening to many Ford owners, and I'm regretting that I even chose this car. They boast about being american made yet it's bad quality american made. I also have an issue with the car jerking and shaking while driving or stuttering. Although this is equally dangerous it is tolerable. I hope this company makes it right with their customers and think of our safety before they keep making these cars. I'm very disappointed beyond words. Major work on a car with only 44,890 miles on it. shame on you Ford

- Fort Worth, TX, USA

RECEIVED

OCT 15 2015

Senator Richard Burr
Washington, DC[REDACTED]
Winston-Salem, NC
October 5, 2015Senator Richard Burr
2000 West First Street, Suite 508
Winston-Salem, NC 27104

Senator Burr:

First off; Let me say thank-you for your service and the help you have given my family in the past when you were a congressman. Without your help our son would not have been able to get into the Army and become a better young man. We thank-you for that and will always be grateful.

I wish to express a complaint about an issue I am experiencing on a Ford certified automobile I recently purchased from Crossroads Ford in Kernersville, NC. It may not be solely against Crossroads Ford as it may also affect Ford Motor Co. as well. I need to have someone with more punch than myself, to light a fire somewhere and get some consumer positive reactions. I suspect this is not only happening to me.

I am approaching retirement age [REDACTED] and went looking for a newer vehicle than what I had presently owned. I found a 2013 Ford Focus (Ford Certified) with only 20,000 miles on it and proceeded to trade my 2004 Mustang on August 13, 2015. After driving it for one month, it was apparent there was a problem with the transmission. It was hesitating trying to shift and making noises. (Acting almost like it needed a tune up.) When I contacted Crossroads Ford about the issue, we scheduled an appointment to talk to someone about it. I went there with the hopes of getting the problem rectified. When I explained what was happening, the service person knew exactly what was happening and said: It was called shuddering. He then asked me: "How do you take off from start?" I said: "What does that have to do with anything?" He said: "It does work more efficiently if you tend to accelerate faster." Then he proceeded to tell me it was standard for this transmission in this year and model. I asked: "When can we have this issue taken care of as I am certain this issue is not going to improve?" He said: "When the car stops running." Of course I did not believe that comment and said I did not want to get stranded someplace or worse have my wife get stranded someplace. (His next comments only made me more determined to get have someone else look into this, since big business would win over me any day.) He then said: "You have Ford's Roadside Assistance." I simply got into the car and left, because I was so furious. They (Ford Motor Co. & Crossroads Ford) are definitely not being proactive.

I then went home and found on-line there was an issue with this transmission and there was a fix offered by Ford, which was supposedly completed already on this car I had just purchased. Not believing what Crossroads Ford had told me, I went to another local dealership to ask them about this very issue. They looked up my car on the Ford site and found the fix had indeed been completed by Crossroads Ford. Obviously the fix is not taking care of the problem. They proceeded to tell me that this transmission and was a transmission used/tested in Europe with much better success than in the US. So they apparently know there is an issue.

I have been a long time Ford customer as they were the only auto maker that did not accept bail-out money and they have continued to make a great product people can trust and believe in: At least until this vehicle. It does appear Ford is aware of this issue, but is not taking care of the problem.

I do like the car, getting over 30 miles to the gallon of gas, but I do not think that a shuddering transmission is standard performance and I should not wait until it breaks down to get it fixed. I do not also like how Ford or their dealerships trying to dance around this issue. I know it may cost Ford a bunch of money to fix these cars, but they are in business to deal with the public and perform a service after dealing with the public. In my opinion, it appears the service part is not so much right now and that really disappoints me. I cannot afford to pay for costly repairs or have vehicle you cannot trust or wonder when it may break down.

I would appreciate any assistance you can offer on my behalf.

